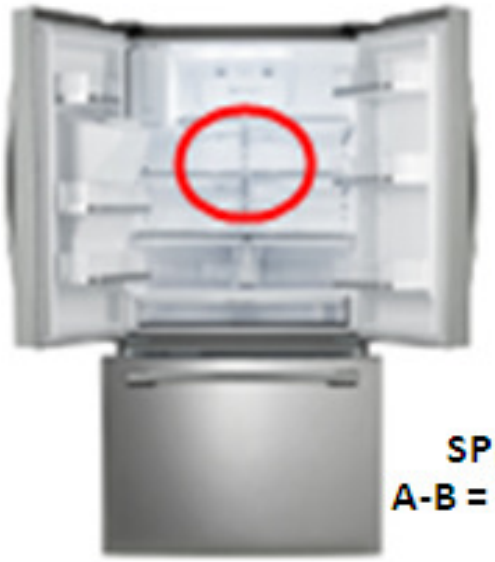
SAMSUNG ELECTRONICS

SERVICE BULLETIN	
Product:	**French Door Refrigerator**
Bulletin Date:	**5/7/2013**
Bulletin Number	**ASC20130507001**
Models:	**RF220NCTA** RF221NCTA** RF260BEAE** RF261BEAE** RF263BEAE** RF263TEAE****

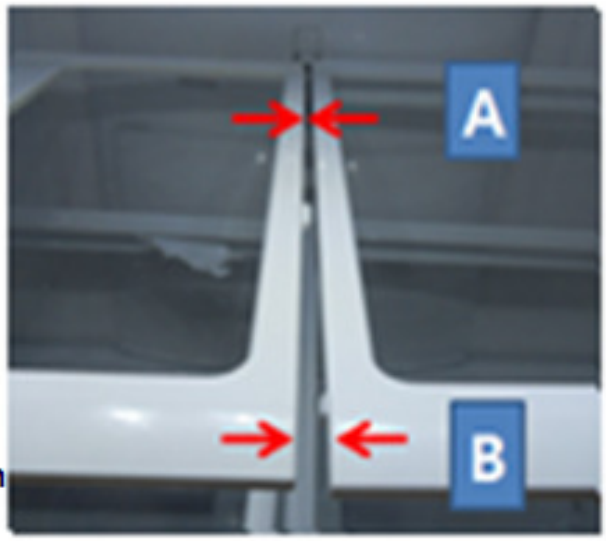
SUBJECT:

Fresh Food section shelves out of alignment

Symptom: **Shelves tilt at the center and may not line up correctly, as shown.**



SPEC
A-B = 2 mm



Background: **In production, the wrong size screw (30mm) was used to attach the Evaporator cover and shelf support ladder. This screw must be 35mm long.**

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Factory Solution: **The error was identified and corrected beginning with March, 2013 production. The correct screw is now used on all models.**

Field Solution: **Replace the incorrect screw with a 35mm (1.37 in) stainless steel screw.**

Part Needed: **6002-001432** **SCREW**

Note: Consult the Samsung Service Website at (http://.service.samsungportal.com) for the Service Manual and other information on this product.

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